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CONFIRMATION NO. 4389

SERIAL NUMBER	FILING or 371(c) DATE RULE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.		
10/766,985	01/29/2004	379	2614	130332.00048		
APPLICANTS Benjamin A. Knott, Round Rock, TX; Robert R. Bushey, Cedar Park, TX; John M. Martin, Austin, TX; Stephanie Andrews, San Antonio, TX;						
** CONTINUING DATA ***** ** FOREIGN APPLICATIONS ***** ** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 06/15/2004						
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and /GERALD GAUTHIER/ Acknowledged <u>Examiner's signature</u>		<input type="checkbox"/> Met after Allowance <u>Intests</u>	STATE OR COUNTRY TX	SHEETS DRAWINGS 3	TOTAL CLAIMS 26	INDEPENDENT CLAIMS 4
ADDRESS RAMAN N. DEWAN JACKSON WALKER, L.L.P. 100 CONGRESS AVENUE SUITE 1100 AUSTIN, TX 78701 UNITED STATES						
TITLE Method, software and system for developing interactive call center agent personas						
FILING FEE RECEIVED 964	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit			